

Subject: Support Services Minutes  
Date: October 5, 2004

Attendance: UAA – Patty, Marian, Christina  
UAS – Barb  
MSC – Sandy

1. Appointment Form (SOAAPPT): Reviewed this form for possible utilization with the other Support Service suite of forms. Team needs to test this form in LRGP to determine the usefulness:

- Need to create 'Result' codes and descriptions.
- Need to create some 'Contact' codes and descriptions.
- Need to see how the 'Contact Type' ties into the Student Mail portion.
- How does it work with the 'Person Comment' area (SPACMNT)?
- Do comments and notes made by advisors need to be restricted as to who can view them? If SPACMNT cannot be utilized because of that, do we need another comment form created that we can tie into from this form?
- Have this available on UAOnline for faculty to utilize?
- Are there any Banner reports available already to utilize?

2. Prioritize our needs: It was determined that we will approach this implementation in a 'Phased' concept. Other portions of the Support Services component will be later implemented since it would require cooperation and collaboration of many departments across campus (ie, services we refer to the student). Initial needs for Phase One:

- Track the correspondence made by advisors to the student. Having one place to look to see what has been told to the student no matter who they met with.
- Track the appointments, whether they are prior, current or future.
- Track goals or needs for a selected group of students.

3. Report information discussion: Reviewed the list of items that Tara Koeckritz sent to the team. The report items are based on the UA Scholars, but many could be adopted for our needs as well. Foresee 2+ reports being developed:

- One would provide a large amount of data (similar to what Tara sent to the team). There needs to be a smaller printable version along with the ability to pull off a .dat file that would contain all the data elements needed. Suggested items to be added to the list of elements are: Secondary Major; Academic Standing; Compass and Acuplacer tests.
- One would be an Appointment report that will show all the data fields on SOAAPPT including the comments, service groups, needs and goals.
- One would be a comment report, showing all comments made to the student, when and by whom.

4. Other Items? NONE

5. Next Team Meeting, October 19, 2004 at 11am.

6. UAA will meet for testing on October 12<sup>th</sup> at 11am in UC 106B conference room.